



## Georgia Department of Motor Vehicle Safety

Roy E. Barnes  
Governor

Tim Burgess  
Commissioner

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### Renew License in 45 minutes or its free at Dekalb County Facility

Beginning July 5th, the Department of Motor Vehicle Safety (DMVS) will issue regular renewals of driver's licenses in 45 minutes or less at the Stonebridge Village Center in DeKalb County, or the license will be free. The Dekalb customer service center is located in the Stonebridge Village Center at 8040 Rockbridge Road in Lithonia. (I-20 East to Turner Hill Road, go north on 124 and the site is approximately six miles on the left).

Governor Roy Barnes challenged the DMVS last February to issue regular driver's license renewals in "30 minutes or the license is free" beginning January 1, 2003 statewide. But the four new driver's license facilities slated to open in DeKalb, Cobb, Fulton and Gwinnett counties are given six weeks to settle in and then must observe a timeline of issuing renewals in 45 minutes or less or the license is free. After January, these facilities and all others statewide will guarantee the 30-minute limit.

"From this point forward, if a customer has to wait more than 45 minutes for a driver's license renewal -- calculated from the time they receive a number until the time they face an examiner at the counter -- the State will pick up the cost of the license which is \$15.00 for regular license renewals and \$8.00 if you choose to be an organ donor," said DMVS Commissioner Tim Burgess.

Since opening its doors on May 22<sup>nd</sup>, the DeKalb facility has been striving to accomplish this goal. Between June 1 and June 26<sup>th</sup>, the DeKalb facility issued 2,000 license renewals. 99% of these were done in 30 minutes or less while 98% were done in 25 minutes or less.

Under Governor Barnes direction, the DMVS has taken steps to improve customer service and decrease the long wait times that Georgians have been experiencing as they take care of their motor vehicle business. "We believe that the state-of-the-art customer design plan of the Dekalb facility including 16 customer service counters, computer controlled customer service management system and adequate staffing will enable this new facility to meet the Governor's challenge," added Burgess.

